



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1558

DATE: October 12, 2015

TO: Iowa Medicaid Dentists

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: 2012 American Dental Association (ADA) Claim Form

EFFECTIVE: January 1, 2016

Effective January 1, 2016, the IME will only accept the 2012 version of the ADA paper claim form. The 2006 version will continue to be accepted through December 31, 2015. This change is being made in order to standardize billing and to help reduce claims processing issues.

The IME will prescreen all paper claims to ensure all necessary information for processing has been completed. A Return-to-Provider (RTP) letter will be created for claims that do not pass the prescreen process and will identify the reason the claim is being returned for correction. Examples of why a claim may be returned are:

1. Missing or invalid National Provider Identifier (NPI)
2. Missing Provider Signature
3. Type of claim
4. A negative amount was indicated on the claim
5. The Prior Authorization Box was indicated instead of Statement of Actual Services

A sample of the 2012 ADA claim form and billing instructions are available on the DHS [Claim Forms and Instructions](#)¹ web page. **Please review the new billing instructions prior to submitting the 2012 ADA claim form to ensure accurate claim completion.**

The IME continues to encourage and promote the use of electronic billing as the most accurate and efficient method of claims submission. Postage expense for mailing paper claims is eliminated and payment of electronic claims is faster. The IME offers PC-ACE Pro32, which is free electronic billing software. Registration forms are available online at the [EDI Support Services](#)² web page. Additional information regarding the Electronic Data Interchange Support Services (EDISS) billing can be obtained on the DHS website at [Medicaid Tools for Providers](#)³.

The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or by email at IMEproviderservices@dhs.state.ia.us.

¹ <http://dhs.iowa.gov/ime/Providers/claims-and-billing/ClaimsPage>

² <http://www.edissweb.com/med/registration/>

³ <http://dhs.iowa.gov/ime/providers/tools-trainings-and-services/provider-tools>